

State of Iowa Training Workshop

1003 – Online Training

Section 1 Introduction

1.1 Purpose

The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified service providers to provide an online training solution with Performance & Development Solutions (PDS) (*a program within the State of Iowa, Department of Administrative Services, Human Resources Enterprise that provides Iowa government employees with employee and organizational development opportunities*). The Agency intends to award a one year contract beginning on **July 1, 2010** and ending on **June 30, 2011**, with up to five additional one (1) year extensions at the sole discretion of the Agency. Any contract resulting from the RFP shall not be an exclusive contract.

1.2 Background Information

This RFP is designed to provide vendors with the information necessary for the preparation of competitive bid proposals. The RFP process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each vendor is responsible for determining all factors necessary for submission of a comprehensive bid proposal.

Performance & Development Solutions (PDS) is a program within Department of Administrative Services, Human Resources Enterprise. PDS coordinates and schedules applicable and necessary training services and markets to state, city, and county governments. Beyond the services scheduled in the contract resulting from this RFP, vendor will be eligible to provide their services for additional employee and organizational development opportunities.

Section 2 Administrative Information

2.1 Issuing Officer

The Issuing Officer, identified below, is the sole point of contact regarding the RFP from the date of issuance until selection of the successful vendor.

Brian Mayer
pds@iowa.gov
Performance & Development Solutions
Department of Administrative Services
Human Resources Enterprise
Hoover Building
1305 E. Walnut
Des Moines, Iowa 50319-0150

2.2 **Restriction on Communication**

From the issue date of this RFP until announcement of the successful vendor, vendors may contact only the Issuing Officer. The Issuing Officer will respond only to questions regarding the procurement process. Questions related to the interpretation of this RFP must be submitted in writing to the Issuing Officer by 3:00 p.m., central time, **February 5, 2010**. Verbal questions related to the interpretation of this RFP will not be accepted. Vendors may be disqualified if they contact any state employee other than the issuing officer.

2.3 **Downloading the RFP from the Internet**

All amendments will be posted on the Agency's home page at **http://learnatpds.iowa.gov/general_information/current_rfps.html**. The vendor is advised to check the Agency's home page periodically for amendments to this RFP, particularly if the vendor downloaded the RFP from the Internet as the vendor may not automatically receive amendments. If the vendor received this RFP as a result of a written request to the Agency, the vendor will automatically receive amendments.

2.4 **Procurement Timetable**

The following dates are set forth for informational and planning purposes; however, the Agency reserves the right to change the dates.

Issue RFP	January 20, 2010
Questions Due	February 5, 2010
Response to Questions Issued	February 9, 2010
Closing Date for Receipt of Bid Proposals & Amendment to Bid Proposals	February 19, 2010
Announce Successful Vendor	March 1, 2010
Completion of Contract Negotiations and Execution of the Contract	March 5, 2010
Begin Contract	July 1, 2010

2.5 **Questions, Requests for Clarification, and Suggested Changes**

Vendors are invited to submit written questions and requests for clarifications regarding the RFP. Vendors may also submit suggestions for changes to the requirements of this RFP. The questions, requests for clarifications, or suggestions must be in writing and received by the Issuing Officer before 3:00 p.m., central time, **February 5, 2010**. Oral questions will not be permitted. If the questions, requests for clarifications, or suggestions pertain to a specific section of the RFP, the page and section number(s) must be referenced. Written responses to questions, requests for clarifications, or suggestions will be sent on or before **February 9, 2010** to vendors who received RFP's. The Agency's written responses will be considered part of the RFP. If the Agency decides to adopt a suggestion, the Agency will issue an amendment to the RFP.

Questions, requests for clarifications, or suggestions may be submitted to the Issuing Office at:

Email: pds@iowa.gov

Fax: (515) 242-5070

Mail: 1305 E Walnut, Hoover Building, Level A, Des Moines, IA 50319

The Agency assumes no responsibility for verbal representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFP.

2.6 Amendment to the RFP and Bid Proposal and Withdrawal of Bid Proposal

The Agency reserves the right to amend the RFP at any time. The vendor shall acknowledge receipt of an amendment in its proposal. If the amendment occurs after the closing date for receipt of bid proposals, the Agency may, in its sole discretion, allow vendors to amend their bid proposals in response to the Agency's amendment if necessary.

The vendor may amend its bid proposal. The amendment must be in writing, signed by the vendor and received by time set for the receipt of proposals. Electronic mail and faxed amendments will not be accepted.

Vendors who submit proposals in advance of the deadline may withdraw, modify, and resubmit proposals at any time prior to the deadline for submitting proposals. Vendors must notify the Issuing Officer in writing if they wish to withdraw their proposals.

2.7 Submission of Bid Proposals

The Agency must receive the bid proposal at **Hoover Building, 1305 E. Walnut Street, Hoover Building Level A, Des Moines, IA 500319** before **3:00 pm**, central time, **February 19, 2010. This is a mandatory requirement and will not be waived by the Agency. Any bid proposal received after this deadline will be rejected and returned unopened to the vendor.** Vendors mailing bid proposals must allow ample mail delivery time to ensure timely receipt of their bid proposals. It is the vendor's responsibility to ensure that the bid proposal is received prior to the deadline. Postmarking by the due date will not substitute for actual receipt of the bid proposal.

Vendors must furnish all information necessary to evaluate the bid proposal. Bid proposals that fail to meet the mandatory requirements of the RFP will be disqualified. Verbal information provided by the vendor shall not be considered part of the vendor's proposal.

2.8 Bid Proposal Opening

The Agency will open bid proposals at **February 19, 2010**, central time, **3:30 pm**. The bid proposals will remain confidential until the Evaluation Committee has reviewed all of the bid proposals submitted in response to this RFP and the Agency has announced a notice of intent to award a contract.

2.9 Costs of Preparing the Bid Proposal

The costs of preparation and delivery of the bid proposal are solely the responsibility of the vendor.

2.10 Rejection of Bid Proposals

The Agency reserves the right to reject any or all bid proposals, in whole and in part, received in response to this RFP at any time prior to the execution of a written contract. This RFP process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection of a vendor to provide services. It is not intended to be comprehensive and each vendor is responsible for determining all factors necessary for submission of a comprehensive bid proposal.

2.11 Disqualification

The Agency shall reject outright and shall not evaluate proposals for any one of the following reasons:

- 2.11.1 The vendor fails to deliver the bid proposal by the due date and time.
 - 2.11.2 The vendor states that a service requirement cannot be met.
 - 2.11.3 The vendor's response materially changes a service requirement.
 - 2.11.4 The vendor's response limits the rights of the Agency.
 - 2.11.5 The vendor fails to include information necessary to substantiate that it will be able to meet a service requirement. A response of "will comply" or merely repeating the requirement is not sufficient. Responses must indicate present capability; representations that future developments will satisfy the requirement are not sufficient.
 - 2.11.6 The vendor fails to respond to the Agency's request for information, documents, or references.
 - 2.11.7 The vendor presents the information requested by this RFP in a format inconsistent with the instructions of the RFP.
 - 2.11.8 The vendor initiates unauthorized contact regarding the RFP with state employees.
 - 2.11.9 The vendor provides misleading or inaccurate responses.
- 2.12 **Nonmaterial and Material Variances**
The Agency reserves the right to waive or permit cure of nonmaterial variances in the bid proposal if, in the judgment of the Agency, it is in the Agency's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness; that are merely a matter of form or format; that do not change the relative standing or otherwise prejudice other vendors; that do not change the meaning or scope of the RFP; or that do not reflect a material change in the services. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP requirements or excuse the vendor from full compliance with RFP specifications or other contract requirements if the vendor is awarded the contract. The determination of materiality is in the sole discretion of the Agency.
- 2.13 **Reference Checks**
The Agency reserves the right to contact any reference to assist in the evaluation of the bid proposal, to verify information contained in the bid proposal and to discuss the vendor's qualifications and the qualifications of any subcontractor identified in the bid proposal.
- 2.14 **Information From Other Sources**
The Agency reserves the right to obtain and consider information from other sources concerning a vendor, such as the vendor's capability and performance under other contracts.
- 2.15 **Verification of Bid Proposal Contents**
The content of a bid proposal submitted by a vendor is subject to verification. Misleading or inaccurate responses shall result in disqualification.
- 2.16 **Criminal History and Background Investigation**
The Agency reserves the right to conduct criminal history and other background investigation of the vendor, its officers, directors, shareholders, or partners and managerial and supervisory personnel retained by the vendor for the performance of the contract.
- 2.17 **Bid Proposal Clarification Process**

The Agency reserves the right to contact a vendor after the submission of bid proposals for the purpose of clarifying a bid proposal to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the vendor has provided goods or services to the Agency or any other political subdivision wherever located, or requests for corrective pages in the vendor's bid proposal. The Agency will not consider information received if the information materially alters the content of the bid proposal or alters the type of goods and services the vendor is offering to the Agency.

2.18 Disposition of Bid Proposals

All proposals become the property of the Agency and shall not be returned. At the conclusion of the selection process, the contents of all bid proposals will be in the public domain and be open to inspection by interested parties subject to exceptions provided in Iowa Code Chapter 22 or other applicable law.

2.19 Public Records and Requests for Confidential Treatment

The Agency may treat all information submitted by a vendor as public information following the conclusion of the selection process unless the vendor properly requests that information be treated as confidential at the time of submitting the bid proposal. The Agency's release of information is governed by Iowa Code chapter 22. Vendors are encouraged to familiarize themselves with chapter 22 before submitting a proposal. The Agency will copy public records as required to comply with the public records laws.

If the vendor designates any portion of the RFP as confidential, the vendor must submit one copy of the bid proposal from which the confidential information has been excised.

In the event the Agency receives a request for information marked confidential, written notice shall be given to the vendor seven calendar days prior to the release of the information to allow the vendor to seek injunctive relief pursuant to Section 22.8 of the Iowa Code.

2.20 Copyrights

By submitting a bid proposal, the vendor agrees that the Agency may copy the bid proposal for purposes of facilitating the evaluation of the bid proposal or to respond to requests for public records. The vendor consents to such copying by submitting a bid proposal and warrants that such copying will not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the bid proposals.

2.21 Release of Claims

By submitting a bid proposal, the vendor agrees that it will not bring any claim or cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the vendor with pertinent information as intended by this RFP.

2.22 Presentations

Vendors may be required to make a presentation of the bid proposal and/or present a portion of the scope of work defined in this RFP. The presentation may occur at the Agency's offices or at the offices of the vendor. The determination as to need for presentations, the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other media selected by the vendor to illustrate the vendor's bid proposal. The presentation shall not materially change the information contained in the bid proposal.

2.23 Evaluation of Bid Proposals Submitted

Bid proposals that are timely submitted and are not subject to disqualification will be reviewed in accordance with Section 5 of the RFP. The Agency will not necessarily award any contract resulting from this RFP to the vendor offering the lowest cost to the Agency. Instead, the Agency will award the contract to the compliant vendor whose proposal receives the most points in accordance with the evaluation criteria set forth in section 5 of this RFP.

2.24 Award Notice and Acceptance Period

Notice of intent to award the contract will be sent by mail to all vendors submitting a timely bid proposal. Negotiation and execution of the contract shall be completed no later than **March 1, 2010**. If the apparent successful vendor fails to negotiate and deliver an executed contract by **March 5, 2010**, the Agency may cancel the award and award the contract to the next highest ranked vendor.

2.25 Definition of Contract

The full execution of a written contract shall constitute the making of a contract for services and no vendor shall acquire any legal or equitable rights relative to the contract services until the contract has been fully executed by the successful vendor and the Agency.

2.26 Choice of Law and Forum

This RFP and the resulting contract are to be governed by the laws of the state of Iowa. Changes in applicable laws and rules may affect the award process or the resulting contract. Vendors are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFP shall be brought in the appropriate Iowa forum.

2.27 Restrictions on Gifts and Activities

Iowa Code Chapter 68B restricts gifts which may be given or received by state employees and requires certain individuals to disclose information concerning their activities with state government. Vendors are responsible to determine the applicability of this Chapter to their activities and to comply with the requirements. In addition, pursuant to Iowa Code section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

2.28 No Minimum Guaranteed

The Agency anticipates that the selected vendor will provide services as requested by the Agency. The Agency will not guarantee any minimum compensation will be paid to the vendor or any minimum usage of the vendor's services.

SECTION 3 SERVICE REQUIREMENTS

3.1 Introduction

The State of Iowa is seeking vendor(s) to provide online training catalogs to address the following topics: Safety & Environmental, Computer Skills and Business Skills online training. As budgets are tighter within government, online training can provide an economical solution for government entities to provide training for their employees.

3.2 Scope of Work

The successful Service Provider will provide an online learning platform with an active library consisting of various safety, computer and business skills courses. The Agency will have administration capabilities to create new users, assign individual courses, or a group of courses, and run user activity reports. The Service Provider shall be responsible for technical support to the Agency and registered users. Online training should be available 24/7 from any computer with internet connection.

The active library shall include, but is not limited to, the following:

1. **Safety & Environmental Training**
 - a. Blood borne Pathogens
 - b. First Aid
 - c. Ladder Safety
 - d. Emergency Preparedness
 - e. Use of Force
 - f. Slips & Falls
 - g. Ergonomics
2. **Computer Skills Training**
 - a. Required topics:
 - i. Desktop applications (i.e. Microsoft Office)
 - b. Desirable topics:
 - i. Programming and web development
 - ii. Media and design
 - iii. Project management
3. **Business Skills Training**
 - a. Required topics:
 - i. Communication
 - ii. Listening
 - iii. Negativity in the workplace
 - iv. Customer Service
 - v. Time management
 - vi. Diversity
 - vii. Sexual harassment
 - viii. Change management
 - ix. Handling difficult people
 - b. Desirable topics:
 - i. Stress management
 - ii. Marketing and sales
 - iii. Grammar & Proofreading
 - iv. Project management

The Agency would like to begin with 100 user licenses with the option to add additional licenses and course libraries as needed.

The vendor is required to submit the following information describing how the vendor will be approach and present (See Section 4.2.4):

- Available Course Offerings.
- Technical Support Availability
- System Requirements
- Reporting Capabilities
- System Administration Capabilities
- User Licenses available
- Minimum/Maximum Number of Participants

Please thoroughly review Section 4 for the appropriate format and content of the bid proposal.

SECTION 4 FORMATS AND CONTENT OF BID PROPOSALS

4.1 Instructions

These instructions prescribe the format and content of the bid proposal. They are designed to facilitate a uniform review process. Failure to adhere to the proposal format may result in the disqualification of the bid proposal.

- 4.1.1 The bid proposal shall be typewritten on 8.5" x 11" paper (one side only).
- 4.1.2 The bid proposal shall be sealed in an envelope and delivered to the Agency's address as described in Section 2.7. Electronic submissions will NOT be accepted. The proposal envelope shall be labeled with the following information:

RFP Title: 1003 – Online Training

Agency's Address:

***Performance & Development Solutions
Department of Administrative Services
Human Resources Enterprise
Hoover Building – Level A
1305 E. Walnut
Des Moines, Iowa 50319-0150***

Vendor's Name and Address

- 4.1.3 Vendor may submit a bid proposal for individual or all areas of training focus. Multiple vendors may be selected. Vendor costs should be split out individually as well as combined if vendor is bidding on all areas of training.
- 4.1.4 One (1) original and **three** copies of the bid proposal shall be timely submitted to the Issuing Officer. In addition, an electronic copy in Microsoft Word or PDF format shall be provided
- 4.1.5 If the vendor designates any information in its proposal as confidential pursuant to section 2.19, the vendor must also submit one (1) copy of the bid proposal from which confidential information has been excised. The confidential material must be excised in such a way as to allow the public to determine the general

nature of the material removed and to retain as much of the bid proposal as possible.

4.1.6 Attachments shall be referenced in the bid proposal.

4.1.7 If a vendor proposes more than one method of meeting these requirements, each should be labeled and submitted separately. Each will be evaluated separately.

4.2 **Proposal**

The following documents and responses shall be included in the bid proposal in the order given below:

4.2.1 **Transmittal Letter**

An individual authorized to legally bind the vendor shall sign the transmittal letter. The letter shall include the vendor's mailing address, electronic mail address, fax number, and telephone number.

4.2.2 **Table of contents**

The vendor shall include a table of contents of its bid proposal.

4.2.3 **Executive Summary**

The vendor shall prepare an executive summary and overview of the services it is offering, including all of the following information:

4.2.3.1 Statements that demonstrate the vendor understands and agrees with the terms and conditions of the RFP and the proposed contract.

4.2.3.2 A vision and mission statement for this program.

4.2.3.3 An overview of the information and topics to be covered in the seminar.

4.2.3.4 A demonstration of the vendor's qualifications and expertise.

4.2.4 **Service Requirements**

The vendor shall address each service requirement in Section 3 of the RFP and explain how it plans to approach each requirement. The vendor shall include:

4.2.4.1 Available Course Offerings.

4.2.4.2 Technical Support Availability

4.2.4.3 System Requirements

4.2.4.4 Reporting Capabilities

4.2.4.5 System Administration Capabilities

4.2.4.6 User Licenses Available

4.2.4.7 Minimum/Maximum Number of Participants

4.2.5 **Cost**

The vendor shall provide the cost for the proposed services. The description of the costs shall include the following:

- 4.2.5.1 Break out of cost per online training requested (Safety, Computer and Business Skills)
- 4.2.5.2 If bidding on all online training catalogs, discounted combined pricing
- 4.2.5.3 Minimum/Maximum number of participants
- 4.2.5.4 Description of applicable additional charges

Out of state vendors will not be reimbursed for travel to Iowa; however travel to training locations outside of the Des Moines area may be reimbursed.

The amounts reflected should exclude state and federal taxes except for taxes required to be withheld for employment purposes. The Agency is a tax exempt entity.

4.2.6 **Background Information**

The vendor shall provide the following general background information:

- 4.2.6.1 Name, address, telephone number, fax number and e-mail address of the vendor.
- 4.2.6.2 Form of business entity, i.e., corporation, partnership, proprietorship, limited liability company.
- 4.2.6.3 State of incorporation, state of formation, or state of organization.
- 4.2.6.4 Number of years in the business.

4.2.7 **Experience**

The vendor should provide the following information regarding its experience of **each person within the organization** that would facilitate the services sought by this RFP:

- 4.2.7.1 Facilitator Resume.
- 4.2.7.2 Number of years experience with providing the types of services sought by the RFP.
- 4.2.7.3 Describe the level of experience in providing the types of services sought by the RFP.
- 4.2.7.4 List all services similar to those sought by this RFP that the vendor has provided to other businesses or governmental entities.
- 4.2.7.5 Letters of reference from three (3) previous clients knowledgeable of the vendor's performance in providing services **similar to the services described in this RFP**. The vendor should also include the contact name, organization, and telephone number for each letter of reference, as they may be contacted by Issuing Officer.
- 4.2.7.6 Responses to the following supplemental questions:
 - 4.2.7.6.1 Please indicate if there is a customizable option available with your online training offering.
 - 4.2.7.6.2 Describe your company's hosting capabilities for your online training. Is hosting held completely on vendor's system.

4.2.7.6.3 Minimum and maximum number of licenses available.

4.2.8 Proposal Certification

The vendor shall sign and submit with the bid proposal the document included as Attachment # 1 in which the vendor shall certify that the contents of the bid proposal are true and accurate.

4.2.9 Certification of Independence and No Conflict of Interest

The vendor shall sign and submit with the bid proposal the document included as Attachment # 2 in which the vendor shall certify that it developed the bid proposal independently. The vendor shall also certify that no relationship exists or will exist during the contract period between the vendor and the Agency that interferes with fair competition or is a conflict of interest. The Agency reserves the right to reject a bid proposal or cancel the award if, in its sole discretion, any relationship exists that could interfere with fair competition or conflict with the interests of the Agency.

4.2.10 Additional Service Offerings (optional)

The vendor may wish to include a listing of additional services or seminars they offer. As employee and organizational development needs arise, the vendor may be eligible to provide these additional services to the agency.

Section 5 Evaluation of Bid Proposals

5.1 Introduction

This section describes the evaluation process that will be used to determine which bid proposal provides the greatest benefits to the Agency. The evaluation process is designed to award the contract not necessarily to the vendor of least cost, but rather to the vendor with the best combination of attributes to perform the required services.

5.2 Evaluation Committee

The Agency intends to conduct a comprehensive, fair and impartial evaluation of bid proposals received in response to this RFP. The Agency will use an Evaluation Committee to review and evaluate the proposals.

5.3 Evaluation Criteria

The Evaluation Committee will evaluate all proposals and make an award using the following criteria, which are listed in no particular order.

- 5.3.1 Variety of Courses
- 5.3.2 Reporting Functionality
- 5.3.3 Ease of Registration and Administration
- 5.3.4 The Capacity for the Service Provider to Complete Responsibilities Described in the Scope of Services
- 5.3.5 Vendor Qualifications
- 5.3.6 Response to Supplemental Questions
- 5.3.7 Cost
- 5.3.8 Experience and References
- 5.3.9 Past Performance of Work that is Identical or Similar to Scope of Services
- 5.3.10 Organization and Clarity of Proposal

5.4 Recommendation of the Evaluation Committee

The final ranking and recommendation(s) of the Evaluation Committee shall be presented to the Program Coordinator for Performance & Development Solutions for consideration. This recommendation may include, but is not limited to, the name of one or more vendors recommended for selection or a recommendation that no vendor be selected.

Section 6 Contract Terms and Conditions

6.1 Contract Terms and Conditions

The contract that the Agency expects to award as a result of this Request for Proposal will be compliant with the Accountable Government Act and be based upon the bid proposal submitted by the successful vendor and this solicitation.

A sample contract is available at:

http://www.das.hre.iowa.gov/LearnAtPDS/general_information/current_rfps.html

6.2 Contract Length

The term of the contract will be **one** year and will commence on **July 1, 2010** and end on **June 30, 2011**.

The Agency shall have the sole option to renew the contract upon the same terms and conditions for **five** additional one-year renewal terms beginning **July 1, 2011**.